CASCADE
ASSET MANAGEMENT

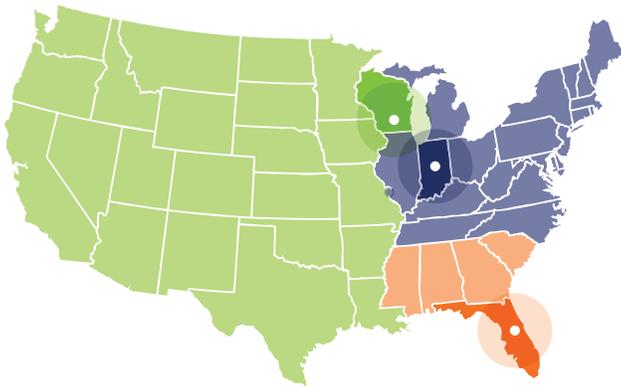# Cascade ITAD Solutions

For more than 20 years, Cascade Asset Management has provided customers with secure, sustainable solutions to their IT asset disposition needs. As an industry leader and trusted partner for enterprises and institutions in highly-regulated industries like healthcare, government and finance, Cascade knows what matters to you and your business.

GEOGRAPHY

DOES CASCADE SERVICE MY AREA?

Headquartered with a processing center in **Madison, Wisconsin,** and additional facilities in **Indianapolis, Indiana,** and **Orlando, Florida,** Cascade services businesses in Wisconsin, Illinois, Minnesota, Iowa, Indiana, Ohio, Michigan, Kentucky, Florida and beyond.

HARDWARE

CAN CASCADE PROCESS MY DEVICES?

Cascade processes a wide variety of equipment for reuse and recycling:

▶ **Personal computing devices:** notebooks, desktops, monitors, keyboards & mice, cables, and peripherals.

▶ **Mobile devices:** tablets, smartphones, WiFi devices and accessories

▶ **Data center:** racks, servers, network gear, UPS, cabinets and cabling

▶ **Office electronics and media:** hard drives, solid state devices (SSDs), tapes, flash media, phones, copiers and printers

▶ **And more.**

SERVICES

CAN CASCADE PROVIDE THE SERVICES I NEED?

From start to finish, Cascade provides services customized for your business and security requirements.

▶ **On-site inventory decommissioning and data destruction:** A full- service team of Cascade employees comes to you for deinstallation, inventory tracking, media destruction and packaging.

▶ **Logistics:** Our own fleet of drivers and vehicles, supplemented with contracted carriers, provide secure packaging and transportation of assets from your property to our processing facility.

▶ **Receiving and inventory:** We inventory assets upon arrival at Cascade, reconcile reports to ensure our secure chain of custody and track the disposition process to prove proper management through our online portal, Cascade Tracker.

▶ **Testing and erasure:** Devices are tested for configuration, functional and cosmetic conditions to determine disposition options. Data destruction techniques are applied, and locked devices can be quarantined to be unlocked for resale.

▶ **Disposition:** Devices are processed in one of five ways:

　▶ **Resale:** Remarket reusable equipment through Cascade Marketplace, eBay store, dealer markets and wholesale channels

　▶ **Recycle:** Disassembly, shredding and separation processes convert devices into recyclable resources while hazardous materials are properly treated

　▶ **Donate:** Quality working and refurbished devices can be donated to local non-profit organizations and charities

　▶ **Redeploy:** Refurbished devices wiped clean of data can be reissued back to you for continued use; devices may be reimaged with new operating system

　▶ **Returns and Tolling:** Custom services that assist with the return of devices to another party, such as a lessor or repair organization

▶ **Reporting:** Milestone reports keep you informed of processing activity each step of the way, including:

　▶ Preliminary on-site Inventory Report
　▶ Inventory Receipt Report
　▶ Certificate of Destruction & Disposition Report
　▶ Resale Rebate Reports

CASCADE
ASSET MANAGEMENT

Cascade ITAD Solutions

🛡 SECURITY

HOW DOES CASCADE MANAGE SECURITY RISKS?

Cascade knows if we can't manage the chain of custody, it doesn't matter what kind of data destruction we have. Thankfully, we're experts in both.

A **Secure Chain of Custody** ensures accountability and transparency during the physical movement of devices from your location to the Cascade facility and final disposition. When you choose Cascade to manage the entire dispostion process, only Cascade employees handle your equipment, so fewer hands are involved, and everyone is background checked, professionally trained in IT asset disposition and bonded. Assets are kept in a locked vehicle, and drivers follow specific protocols to manage chain-of-custody. Outside of Cascade's freight zones, we use audited transportation partners.

Cascade employs physical and electronic erasure **Data Destruction** techniques, including on-site wiping, crushing or shredding.

We are **NAID AAA Certified**, assuring we comply with all best practice requirements and numerous laws and regulations requiring protection of confidential customer information, such as HIPAA, FACTA, FISMA, Gramm Leach Bliley and Sarbanes Oxley. For a full list and details on our security certifications, visit **www.cascade-assets.com/certifications.**

♻ SUSTAINABILITY

HOW WELL DOES CASCADE ADDRESS AND MINIMIZE ENVIRONMENTAL RISKS?

Cascade is a **Certified e-Steward** processor, meaning we adhere to the highest standards of environmental responsibility and worker protection so your business is protected from the risks of noncompliance. These demanding standards prevent the export of hazardous e-waste overseas, protect worker health and safety and ensure customer data is protected and equipment is processed responsibly.

$ BUDGET

HOW WILL WORKING WITH CASCADE IMPACT MY BOTTOM LINE?

Cascade manages the financial impact of asset disposition in two ways.

1. Maximizing the resale of reusable devices by:

- ▶ Advising how to protect devices so there's less damage in transit, resulting in higher resale revenue
- ▶ Helping remove device locks that prohibit resale
- ▶ Improving your salable yield through repair
- ▶ Remarketing devices though digital markets, dealer channels and wholesale markets, then share a percentage of the resale basis.

2. Reducing logistics and processing costs by:

- ▶ Employing a shared-route run transportation method to pick up devices at each of your locations within one trip
- ▶ Maximize disposition trips by serving all equipment at once
- ▶ Using third-party carriers, if applicable
- ▶ Applying only the services you require for each device category

👍 CUSTOMER SATISFACTION

WHAT CAN I EXPECT IN WORKING WITH CASCADE?

IT asset disposition involves many stakeholders throughout your organization, and it's our job to make it an easy, seamless process for everyone involved.
The Cascade team is committed to preparation so the process goes smoothly and employs transparency throughout the process to maintain your trust. We regularly measure customer satisfaction, which we proudly maintain at a **99%+ positive feedback rating.** To assist with communication and reporting, Cascade offers a portal that shares detailed job and asset level information.

IAITAM Provider Member

Gartner. Magic Quadrant

GSA Contract Holder
Contract GS-10F-190BA

AOTMP FOUNDING MEMBER

ISO 9001 REGISTERED
Quality Management System

PREMIER®
Contracted Supplier

e-Stewards CERTIFIED

REGISTERED ISO 14001